

Position Description for Housing Clerk

BASIC FUNCTION OF POSITION

Incumbent serves as the administrative support in the GSO/Housing & Real Estate Management Unit. Responsibilities include, but are not limited to, Real Property Application (RPA) database administration, intranet site management, and general clerical and procedural duties and logistics arrangement for office members such as coordinating housing and leasing schedule arrangements.

MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Customer Service Coordinator

20%

Provides information in person, by telephone, or in written forms in response to inquiries concerning a wide variety of housing and leasing information. When the inquiry concerns highly specialized or technical matters, determines the appropriate persons/offices and seeks concurrence and/or guidance as appropriate.

2. Office Administration:

40%

- Assumes responsibilities to make sure the smooth operation of the office and make appropriate dispensation of office resources; is responsible to maintain the adherence of a variety of office administrative procedures;
- Maintains records of housing and leasing information and databases;
- Maintains RPA database and other related data and generates reports as needed;
- Requisitions office supplies, services, repairs on office equipment, and printing services;
- Receives and keeps track of incoming/outgoing correspondence/communications;
- Writes simple or repetitive, nontechnical correspondence such as letters of acknowledgement in accordance with a given format;
- Performs typing, word processing, or transcribing duties in both Chinese and English;
- Keeps abreast of various procedural requirements, for example, procedures required to process guest access permits;
- Takes dictation as requested by the supervisor; for example, take notes for meetings, or take verbal instructions, etc.;
- Translation and interpreting for nontechnical correspondence; for example, translates the elevator maintenance notice to be distributed to the residents from apartment building management.
- Maintains Housing Intranet Webpage and eFiles.

3. Logistical support duties:

30%

- Makes logistics arrangements for the Office members, the Housing Supervisor, and AIT customers for housing and leasing activities;
- Composing nontechnical, correspondence;
- Locates and assembles information for various reports, cables, memos, conferences, etc.;

- Obtains preliminary market information upon instruction by the Housing Supervisor through available sources, such as internet , yellow pages, or periodicals, including real estate companies and properties, furniture items, construction contractors, interior renovation vendors, A/E firms, and/or other items as necessary;
- Follows up with staff members to insure that various commitments made are met;
- Designs, maintains and organizes housing databases and filing systems;
- Organizes the flow of clerical processes in the office;

4. Prepares funding requests and/or enters data into e-Financial systems and ILMS as needed; is responsible to track the rental/contract payments and make sure that the actual payment is paid on a timely basis by preparing the necessary request authorization form for lease/contract and other payments to forward to FMC. Prepares and submits task orders for contacts managed by office.

10%

QUALIFICATIONS REQUIRED

Education: At least two years of university or college study is required.

Prior Work Experience: A minimum of two years of progressively responsible experience in administration, management, logistics, business, or customer service is required.

Post Entry Training: AIT policies and procedures and systems, 15 FAM and OBO regulations, Customer Service Skills, PII protection, and Communication Skills.

Language Proficiency: Level 3 English and Level 3 Mandarin Chinese are required.

Job Knowledge: Microsoft Office, especially Excel, but also Outlook, Word, Access, PowerPoint, intranet maintenance, etc. General computer/internet and intranet skills are required.

Skills and Abilities: Typing ability is required for both in English and Chinese. Strong computer abilities and good detail orientation. Must be able to utilize the internet and to obtain information from the internet and intranet as needed. Communications ability and service-oriented interpersonal skills are required, as is the ability to work under pressure. Considerable tact, skills, and diplomacy is required in dealing with AIT personnel and the outside contacts in such a manner as will get the job done and reflect credit upon AIT. Good drafting skills including preparing brief e-mails, memos, cables and letters on housing and real estate matters. Is able to respond promptly to any work requests and is well adaptable in highly tense situation and is able to deal with pressure in time sensitive matters.

POSITION ELEMENTS

Supervision Received: Housing Supervisor (AIT-082).

Supervision Exercised: None

Available Guidelines: FAR, DOSAR, 15 FAM, and AIT Housing Handbook.

Exercise of Judgment: Incumbent exercises considerable judgment when dealing with external POCs and internal various AIT personnel.

Authority to Make Commitments: Not applicable

Nature, Level, and Purpose of Contacts: AIT customers, local real estate contacts, contractors and property owners.

Time Expected to Reach Full Performance Level: 3 months.